

# Cultural Competence and Behavioral Health Services (BHS) for Support Staff training

Presented by: *Veronica Kelley, LCSW*



COUNTY OF SAN BERNARDINO

Department of Behavioral Health (DBH) and  
Office of Cultural Competence and Ethnic Services

## Learning Objectives

Upon completion of this training, participants should be able to:

- *Identify current San Bernardino County demographics including but not limited to: gender ethnicity, primary language, religious affiliation, sexual orientation, disabilities, poverty, immigration status, foreign born, linguistically isolated.*
- *Identify the Federal and State laws which impact and require Cultural/Linguistic competence in behavioral health service delivery.*
- *Articulate the effect that multicultural psychology has on access and utilization of behavioral health services.*
- *Identify 5 cultural barriers that service providers can reduce in daily operations, as well as the methods of these reductions.*

## **NEW!!! This Session for : DBH Support Staff**

**When:** September 29, 2010

**Where:** DBH Training Institute  
1950 S Sunwest Ln, Ste #200  
San Bernardino, CA 92408

**Time:** 1pm-4pm

(Note: this training satisfies 3 hours of the  
required Cultural Competence training for  
DBH Clerical staff)

## **Who Should Attend?**

DBH **Support** Staff members and  
DBH Contract Providers'  
**Support** Staff  
(i.e. clerical and administrative  
**support** staff )

## For Online Enrollment:

Log onto the Essential Learning website at:

<http://training.essentiallearning.com/dbh>

or contact DBH Training Unit by calling:

[800-722-9866](tel:800-722-9866) or sending email to:

[training@dbh.sbcounty.gov](mailto:training@dbh.sbcounty.gov)

